

Calendar of Events

March 1

SWICMA Luncheon
Swansea, IL

March 5

ILCMA Idea Exchange
Virtual

March 6

Legacy Project Professional
Development
Warrenville, IL

March 13

ILCMA Professional
Development
Hybrid – NIU Naperville

March 13

Metro Manager
Luncheon
Hybrid – NIU Naperville

March 14

IAMMA Luncheon
Virtual

April 10

ILCMA Professional Development
Hybrid – NIU Naperville

April 10

Metro Manager Luncheon
Hybrid – NIU Naperville

April 19

IAMMA Annual Conference
Naperville, IL

**To view all
upcoming
events
click here**

President's Column

By Scott Coren, Chair, ILCMA Membership Services Committee, City Administrator, Highwood

Kudos to Paula Schumacher and the Winter Conference Committee for the record breaking performance at the Marriott in Bloomington-Normal. You could feel the local government camaraderie in the air with both new and seasoned members joining for the first time. Many thanks to the board for opening up the first time scholarship opportunities and we hope this introduction to ILCMA conferences shows the value of thoughtful training and keeping your professional network strong.

I try to force myself out of my comfort zone to add at least one new thing I learned from a conference to my professional toolbelt. For those who did not attend the conference, a lunchtime seminar demonstrated the likelihood we will be utilizing AI in the future. This inspired me to use ChatGPT to write the following paragraph about the seminar, lightly edited for accuracy. Give ChatGPT a try; as a fellow skeptic I have found it periodically helpful during cases of 'agenda memo writers block'.

AI is expected to have a significant economic impact, creating new job opportunities, industries, and revenue streams while also disrupting existing ones. The use of AI is already expanding rapidly and organizations ready to harness its capabilities will outpace those without the capability or willingness to do so. As organizations harness the power of AI to innovate and compete in

continued on next page

In this issue

President's Column.....	1
Lifesaver Award	2
ILCMA Connect	2
Who's Who.....	3
Welcome New Members.....	3
ILCMA Conference Success.....	4
Conference Pictures.....	5
ILCMA Awards Program.....	6
EECGB Program	9
IAMMA Spotlight.....	10
Senior Advisor Column.....	11
IML Column.....	12
Idea Exchange.....	13
Become an ILGHN Member.....	14
Share Your Stories	15
Board Election Process Continues...	16
Professional Dev Committee.....	17
Mentor Match.....	18
Professional Dev Event.....	19
Members in Transition	20
Metro Managers Luncheon.....	21
ICMA Coaching Program.....	22
Corporate Partner Spotlights	25



Job Mart
**Click here to see
job listings**



continued from page one

the global marketplace, economies around the world will undergo transformational shifts, with AI playing a central role in driving growth and prosperity.

At the Member Services Committee we are reviewing the membership survey data, which is also helping the ILCMA board with the three year strategic plan. The responses show that the Senior Advisor and Member in Career Transition programs are highly rated by our members but that some members are not aware of them or haven't used them. If anyone reading this could use professional support during a difficult time or if you are anticipating a career transition, please know these services are available.

Finally, the Summer Conference Committee is putting together the final touches on the program for the summer conference. Block out your calendar, nominate your worthy colleague for an award, and get ready to celebrate the profession in Galena - we hope to see you there!



[Apply Here](#)

Congrats to Joan Walls, Deputy City Manager, Champaign, IL

Latest recipient of the ILCMA Lifesaver Award



Joan Walls, Deputy City Manager, Champaign, was presented with the **Life Saver Award**, which is given to ILCMA members who have provided support and mentoring to individuals in career transition.

Lifesaver Award

Do you know someone who has provided assistance to a member in transition (MIT)? If so, consider nominating them for recognition through the MIT Lifesaver Award! Anybody who has been an MIT knows it is a very difficult time and any assistance provided by their fellow ILCMA members is greatly appreciated. The Membership Services Committee has been working to develop a simple, inexpensive, durable, and easily identifiable form of recognition, in a manner that encourages and promotes such assistance to ILCMA members who assist MITs. A lifesaver-ring lapel pin will be awarded to members who provide significant, tangible assistance to an ILCMA MIT. Significant, tangible assistance may include sharing a room at an ILCMA or ICMA conference, adding an MIT to an interview process, hiring an MIT part-time, full-time, or for a special project, or inviting an MIT to a regional managers' lunch. Applications are available on the ILCMA website and may be submitted to the Secretariat who will provide the info to the Membership Services Committee for review.



[CLICK HERE FOR INFO](#)

ILCMA Connect is an enhanced member benefit that is a powerful network to connect colleagues from across the state of Illinois to exchange knowledge and share solutions.

ILCMA Connect, which automatically enrolls all ILCMA voting members, students, and cooperating members, is a cloud-based, private online community. ILCMA has started off with one general community for launch, which includes an open forum for general discussion. The potential exists for affiliate associations to have their own specialty community, so look for this new feature soon. ILCMA members will receive an email with a subscription notification. In addition to being able to chat with colleagues, members will be able to participate in discussions; access a library of resources specific to communities; and post images, videos and documents to share with others. ILCMA Connect access is tied to ILCMA corporate membership. Members will be able to join communities, update individual profiles and manage the frequency of community notifications. To learn more and join the discussion, please visit the ILCMA Connect website.

Welcome New Members

New applications for Full (voting) membership are listed below and will be effective 30 days from the date of this publication unless a written objection is received by ILCMA. Objections should be addressed to the executive director.

Full Members:

Andrew Brown, Director of Finance, Forest Preserve
District of DuPage County
Anthony Burton, Village Administrator, Village of Matteson
Brian Chapman, Deputy County Administrator,
Jackson County Board
Tabitha Meador, City Clerk/Assistant City Manager,
City of Salem
Shaun O'Connor, Management Analyst, Woodridge Police
Stephen Palen, City Manager, City of Wood River
Nick Palmer, Village Administrator, Village of Manhattan
Jacob Smith, Administrative Analyst, Town of Normal
Todd Thompson, City Manager, City of Rock Island
Victoria Zamora, Executive Administrative Assistant/
FOIA Officer, City of Waukegan

Members:

Frank Boenzi, Assistant Special Agent in Charge,
Treasury Inspector General for Tax Administration
Marc Facchini, Assistant to the City Manager, City of Highwood
Melissa Laird, Management Analyst, City of Lake Forest
Erin Sloane, Illinois Treasurer's Office
Gary Thomas, Illinois Treasurer's Office



Interested in Becoming a Credentialed Manager?

The Application Deadlines and Fees are:

- January 3
- July 7
- April 3
- October 2

In addition to the \$75 cost of the Applied Knowledge Assessment, the online application fee is \$50.

Who's Who Directory Update

Amanda Segreti has taken the position of management analyst in the Bensenville Department of Public Works. She was previously the assistant to the village manager in Winfield. Her new contact information is:

Amanda M. Segreti, Management Analyst
Bensenville Department of Public Works
717 E. Jefferson St Bensenville IL 60106
Phone: 630.594.1012 Email: asegreti@bensenville.il.us

Congratulations to **Doug Beckman** who will retire in June from his position as village administrator in the village of Thornton. He has been with the Village since 1993. He started as a part-time police officer, became full-time in June of 1994. He rose through the ranks and was appointed as the Police Chief in Oct. of 2012 and then became the Village Administrator in May of 2014.

Congratulations to **Ralph Czerwinski** who has announced his retirement as the Village Administrator in Morton Grove. Ralph has served over 50 years in public service. He started in 1975 as a firefighter in Morton Grove. He worked his way up to chief in 1990 and then served as village administrator from 2003 – 2005. He became fire chief in Skokie in 2005 and served in that position for ten years. In 2015 he returned to Morton Grove to be village administrator once again.

Alex Bertolucci has been promoted to assistant village manager in the village of Mount Prospect. He was previously the assistant to the village manager.

Joe Carey is the new Human Resources Director in the village of Schaumburg. He was previously the Assistant Village Manager in Carol Stream. His new contact information is:

Joe Carey, Human Resources Director
Village of Schaumburg
101 Schaumburg Court
Schaumburg, IL 60193
Phone: 630-871-6252
Email: jcarey@schaumburg.com

Joseph Dienberg has been appointed and the first administrator for the village of Winnebago. He was previously a management analyst in the village of Bartlett. His new contact information is:

Joseph Dienberg, Village Administrator
Village of Winnebago
108 West Main Street
Winnebago, IL 61088
Phone: 815-335-2020
Email: jdienberg@villageofwinnebago.com

Conference Success!

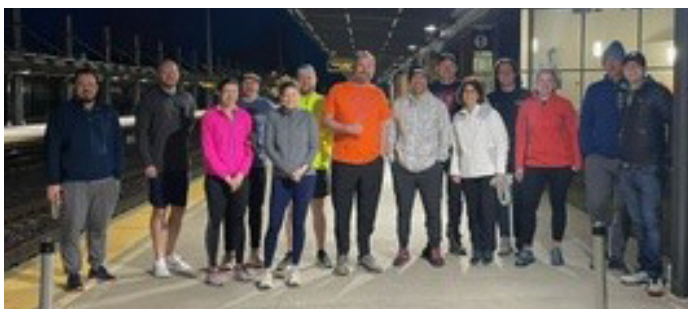
Illinois City/County Management Association (ILCMA) recently held its Winter Conference in Normal, IL from February 7-9, 2024. ILCMA set a record of 294 registrants for the conference which provided an opportunity for local government professionals to come together and exchange ideas, insights, and best practices.

The conference featured a variety of sessions and workshops focused on important topics in local government management. Sessions included the power of TIF, handling hard conversations, practical aspects of DEI, putting your strategic plan into action, and the annual legislative update by Brad Cole, Q & A for Aspiring managers/administrators, and the Senior Advisor insights round table discussion. And, of course, two big topics in today's world: AI in local government and a session on leadership and mental health: having resilience in a troubled world.

The ILCMA Winter Conference serves as a platform for professionals in city and county management to come together, learn from each other, and gain new perspectives. The next opportunity to engage with colleagues is the ILCMA Summer Conference held June 4 – 6 at Eagle Ridge in Galena, IL. Watch for registration to open in April!

See photos on the next page!

11th Annual ILCMA 5K Race Results



The ILCMA Run Walk Club took to the Constitutional Trail at the winter conference last month for our 11th annual 5K/Fun Walk. We had the second warmest weather (42 degrees) in the history of the race. (Normal holds the record for the coldest race at minus 5 degrees.) While we missed some of our race regulars such as Mark Moran, John Phillips, and Jim Grabowski this year, we still had an amazing turnout of runners and walkers, a lot of fun, and good fellowship.

This year's participants included:

Rob Boyer	Jon Carroll	Joseph Dienberg
Phil Kiraly	Kathy Thake	Evan Walker
Sharon Tanner	Kevin Miltic	
William Wetzel	Denise Burchard	
Kevin Poetker	Hadley Skeffington-Vos	
Scott Coker		



*Advancing Civic Leadership
Navigating the Future*

Mar. 7, 2024 — Online Webinar

The Power of Surveys: Insider Tips and Tools for Taking the Pulse of Your Community

Presented by Mindy Schneiderman, Ph.D., Assistant Director, and Julie Gommel Bailey, MPH, Research Specialist, Center for Governmental Studies, Northern Illinois University

Mar. 20, 2024 — NIU Naperville

Effective Presentations and Public Speaking

Presented by Professor Judy Santacaterina, M.A., Director, Bachelor of General Studies Baccalaureate Degree Program and Director of Individual Events, NIU Forensics, College of Liberal Arts and Sciences at Northern Illinois University

Apr. 11, 2024 — Hybrid (In-person at NIU Naperville or Online)
Get Ahead of It: Crisis Communications Planning for Local Government (NEW)

Presented by Melanie Santostefano, B.A., Founder and President of Vicarious Multimedia

Apr. 30, 2024 — Online Webinar

Addressing what people want now: Updates on planning for housing, economic development, quality of life and other issues (NEW)

Presented by Mim Evans, M.S., Senior Research Associate, and Paula Freeze, MUPP, Research Specialist, Center for Governmental Studies, Northern Illinois University

CLA Courses Qualify for ICMA's
Voluntary Credentialing Program



go.niu.edu/cia



NORTHERN ILLINOIS UNIVERSITY

**Center for
Governmental Studies**

Outreach, Engagement and Regional Development

The race team would like to thank Gene Kotlinski, Doug Damery, and the staff from the Normal Park & Recreation Department for providing and placing the turn-around cones.

I personally want to thank Randy Bukas for manning the turnaround spot this year and Ben McCready for providing the race clock/timer. A special thank you goes to the Lake Run Club for the use of the clock. The clock added a special touch this year! We will be back in Normal for the 2025 Winter Conference. We invite you to join us next year at 6 a.m. in the hotel lobby, but don't count on the warm weather. We are due for another chilly one.

Conference Snapshots!





ILCMA AWARDS PROGRAM

NOMINATE A COLLEAGUE TODAY!

NOMINATIONS DUE BY

April 30

ILCMA started the awards program in 1994 to honor those in the association who have exemplified excellent public service. There are two major award categories: The Robert B. Morris Lifetime Achievement Award and the Special Service Award. There are three categories within the Special Service Award: Service to the Profession, Service to the Association, and Service to the Community. The award criterion for each award is described in detail below.

Robert B. Morris Lifetime Achievement Award

The ILCMA Lifetime Achievement Award was renamed the Robert B. Morris Lifetime Achievement Award in 2004 in honor of Robert B. Morris. Mr. Morris was hired in 1951 as the Village Manager (VM) in Glencoe and was the first VM in Illinois not trained as an engineer. Bob went on to serve in the village of Glencoe for over 30 years. His distinguished career and ILCMA legacy is highlighted by many professional contributions and accomplishments including the following:

- In 1964 ILCMA hosted the ICMA 50th Anniversary Conference in Chicago, IL. Bob Morris served as the chair of the conference committee.
- Also, in 1964 Bob Morris was elected ICMA Regional Vice President.
- From 1982–1991 Bob served as Midwest Manager and Director of Training and Development, ICMA Retirement Corporation, Evanston, IL
- ILCMA joined the ICMA Range Rider (now Senior Advisor) program in 1991 and Bob Morris became one of the first Illinois Range Riders. Chuck Willis, and Les Allen, long time manager of Decatur, were his counterparts. Bob went on to serve as a Range Rider until 2006.

Qualifications

The Robert B. Morris Lifetime Achievement Award is presented to a retired individual who has served no less than 20 years in local government, at least eight of those in Illinois. Selection for the Robert B. Morris Lifetime Achievement award is based on the following criteria:

- 1) The nominee's professional contributions to the communities in which he/she has served;
- 2) The nominee's personal contributions to the communities in which he/she has served;
- 3) The nominee's contributions to the advancement of the local government management profession through leadership, advocacy, and the development of other professionals;
- 4) The nominee's exemplary service to the Illinois City/County Management Association;
- 5) A clear indication that the nominee has, throughout his/her career, dedicated himself/herself to public service above and beyond the organizations in which he/she served.

The award recognizes a manager whose service has been judged by peers as strong or exceptional, and who has made major contributions beyond direct service to local government (e.g., through service to the associations and the profession). An ILCMA Lifetime membership is awarded to the recipient.

Special Service Awards

Service to the Association

Gregory J. Bielawski Service to the Profession

Leslie T. Allen Service to the Community

Qualifications

The Special Service Award is presented to individuals who have notable association or affiliate activity and significant professional accomplishments in the following areas:

- 1) Service to the Association: The nominee has actively served the Illinois City/County Management Association through exemplary service to an ILCMA committee, the executive board, or has made other significant contributions to ILCMA.
- 2) Gregory J. Bielawski Service to the Profession: The nominee has demonstrated concern for the support, well-being, and growth of other professionals and those aspiring to a career in local government management, or the nominee has actively promoted the profession to the community at large including, but not limited to, university programs, Illinois Municipal League, and regional councils of government.
- 3) Leslie T. Allen Service to the Community: The nominee has demonstrated exemplary service within one's organization by being an above average professional manager and having displayed the characteristics of integrity and leadership in order to provide exceptional service to one's community in order to get project(s) completed. This award can also honor a nominee who has served a cause that is beyond that of the municipality or county through volunteerism in national, state, regional, and local organizations. This award can encompass private interests, family interests, acts of heroism, charitable acts, or social accomplishments.
- 4) ILCMA Resiliency in Leadership Award: This award recognizes an individual that exemplifies the power of collective action and community resilience, even amidst difficult circumstances. The recipient of this award has demonstrated the following:
 - A consistent dedication to nurturing resilience and growth in their community or organization, especially in the face of tragedy.
 - Strong leadership that guides their community or organization through hardships, promoting healing, education, and collective action.
 - Significant contributions that resulted in a lasting, positive impact on their community and the profession.

Don't forget to nominate a member anytime throughout the year for the ILCMA Lifesaver Award! This award is for members who go above and beyond for a member in transition.



ILCMA Awards Nomination Form



Name of Nominee _____

Current or Most Recent Position _____

Address _____

Please indicate the award for which you are nominating this individual.

____ Robert B. Morris Lifetime Achievement Award

Special Service Award – **place an “x” in one area below**

____ Service to the Association

____ Gregory J. Bielawski Service to the Profession

____ Leslie T. “Les” Allen Service to the Community

____ Resiliency in Leadership

In the space below or in a separate Word saved as a PDF document, indicate the reasons the above individual is worthy of the award for which she\he is being nominated. Please **DO NOT** submit multiple letters of support. More than one person may sign a nomination letter.

Nominations must be **received by April 30**. Send a pdf form of the nomination to: Dawn Peters at dpeters@niu.edu. Please put ILCMA Award Nomination in the subject line.

Name of Nominator _____

Signature of Nominator _____

Notice of Funding Opportunity:



Energy Efficiency and Conservation Block Grant (EECBG) Program

Program Information

Funding is available through the Illinois EPA Office of Energy to units of local government - specifically municipalities and counties- for the development of local strategic energy plan.



ENERGY PLANNING



REDUCE TOTAL ENERGY USE



IMPROVE ENERGY EFFICIENCY



REDUCE FOSSIL FUEL EMISSIONS



BUILD CLEAN & EQUITABLE ENERGY ECONOMY

The EECBG grant program will aim to create long-term sustainability and energy reduction roadmaps and reduce energy usage for Illinois municipalities and counties.

- *It is important to note that any unit of local government that received or is in the process of receiving U.S. DOE EECBG Program Formula Grant or Voucher Funding and is identified on the **Final List of Formula Grant Funding Allocations** are **not** eligible for funding awarded through this State program.*

Project Selection

All complete applications will undergo a merit-based review. Illinois EPA staff will evaluate submissions for completeness, technical merit, and adherence to the competitive grant evaluation criteria described in the [Notice of Funding Opportunity](#).

Scoring factors will include:

- Complete Application
- Area of EJ Concern
- Energy Burden
- Energy/Electric Service
- Government or Community-based Partnerships

Areas of Environmental Justice Concern

"Environmental Justice" is based on the principle that all people should be protected from environmental pollution and have the right to a clean and healthy environment. To determine if a community is within an area of EJ concern, check the Illinois EPA EJ Start mapping tool (<https://bit.ly/3MJYtMQ>).

Application period closes on March 18, 2024

Award range: \$25,000– \$150,000

Visit <https://bit.ly/EECBGGrant> to learn more



For further assistance with this program contact Adena Rivas at adena.rivas@illinois.gov



IAMMA Spotlight

Nick Partipilo

Administrative Analyst
City of Geneva

Tell us about your journey into the profession:

I have had a fairly traditional path into local government; I studied Political Science at NIU and then slightly broke the mold by pursuing an MPA at the Bush School of Government and Public Service at Texas A&M. During my time at NIU and Texas A&M I was fortunate enough to intern for the then Illinois House of Representatives Minority Leader Jim Durkin and the Village of Lombard, my hometown. Graduating with a specialized masters degree in May of 2020 wasn't the most advantageous of timing. I worked odd jobs and ended up as a substitute teacher which was a lot of fun and a rewarding experience. In June of

2021, I began work as a Public Works Analyst for the Village of Western Springs. After two successful years of learning everything under the sun about Public Works, I made the transition to the City of Geneva where I currently work in the Administrative Services Department.

Why is local government a good career path?

The number of different paths one can take from within the local government field is amazing. No matter what your interest is you can find a career in local government that lets you not only pursue that interest but also better a community at the same time.

Fun fact about yourself:

I am a lifelong band nerd and have been playing trumpet for over 20 years. At NIU I was in the Huskie Marching Band, Pep Band, Wind Symphony, and the band fraternity Kappa Kappa Psi. I still look forward to NIU Homecoming games where I get to go and play trumpet with the current band and other alumni.

If you could give one piece of advice to future local government leaders, what would it be?

Don't be afraid to take risks with work, especially early in your career. My first job was as a Public Works Analyst and before I was hired, I didn't know that there were storm sewers, sanitary sewers, and combined sewers. Now, I rely on my Public Works knowledge and the things I learned in that role just as much as what I learned in school.

Shows/music/books you're currently watching/listening to/reading:

Invincible, Gilmore Girls (yes really), and MCU Tv shows

My music library is a constant mix of Linkin Park, Logic, and Jazz classics.

Think and Grow Rich by Napoleon Hill and Rosa Lee Beeland

Hobbies:

Playing board and card games, working out, reading, and watching football (Go Bears, Huskies, and Aggies!)

Senior Advisor Column

By Robin Weaver, ICMA/ILCMA Senior Advisor

Have you been mentored or coached by a fellow professional? Have you been given advice or a friendly ear when you needed it? Who are the leaders you look up to in local government management and in life? Ana Elizarraga (Evanston) calls these people the lights along the path. It is time to pay it forward – especially as we need to retain our best and brightest members in local government management.

Conversely, do you feel as though you could use some assistance? Some help from someone farther along the career path? Wondering about different career paths? Are you trying to solve a thorny problem? Or feeling isolated and without professional support?

Mentoring is good for the recipient and the giver. It helps both participants to see the bigger picture and to gain perspective. Mentoring can be formal or informal, but I recommend that you consider signing up for a formal program so that it gets done.

ILCMA has just such a program. You can be a mentor or a mentee – or both. It is easy to get started. Here is the link <https://connect.ilcma.org/mentor-pages-bucket/mentoring>. And it is flexible to suit the needs of both individuals. Some relationships are long term, some last a few months – you decide. Some conversations (always confidential) occur virtually, other conversations may take place in person (e.g., coffee, lunch or before or after a professional development session).

ICMA also has a program. It is called Coach Connect and it can put you in touch with members across the country. The link is <https://icma.org/page/one-on-one-coaching-icma-coachconnect>.

I've never met anyone who regretted receiving mentoring or being able to provide it. Give it a try. Sign up before the week ends.



Robin Weaver

UIUC-UIC Collaborative Workshop:

Envisioning Equitable Transitions to Sustainable Transportation Systems

Join researchers, industry professionals, community groups, and government officials to discuss urgent questions about transitioning to low-carbon transportation systems while addressing the needs of all populations. Help us explore issues surrounding sustainable transportation and equity and chart new directions toward a sustainable — and just — future.

Supported by generous funding from the Alfred P. Sloan Foundation.

Also sponsored by the Center for Global Studies through support from the U.S. Department of Education's Title VI NRC Program.



May 16-17, 2024
Student Center East,
750 S. Halsted, Chicago, IL

MORE INFORMATION:



REGISTRATION FORM:




Save the Date

APRIL 19
8:00 A.M. TO 4:00 P.M.

27th Annual

2024 IAMMA CONFERENCE

Leading for Tomorrow: A Sustainable Vision for Local Governance



NIU Naperville - 1120 E Diehl Rd, Naperville, IL 60563

IML Managers Column

Lead Service Line Replacement and Notification Act

By Patrick Ulrich, IML Managers Committee, City Manager, Peoria

Effective January 1, 2022, the Lead Service Line Replacement and Notification Act (LSLRNA) (Public Act 102-0613) went into effect. The first purpose of the LSLRNA is to require owners and operators of community water supplies to develop, implement, and maintain a comprehensive water service line material inventory and replacement plan no later than April 15, 2024. A well-developed materials inventory will allow communities to be able to prioritize and strategize the replacement of known lead service lines within their water distribution system.

Material Inventory and Replacement Plan

The material inventory shall identify:

- The total number of service lines in the community water supply (CWS);
- The material of each service line connected to the CWS's distribution system;
- The number of suspected lead service lines that have been identified since the last material inventory was submitted; and
- The number of suspected or known lead service lines that were replaced since the last material inventory was submitted
- Additionally, to the best of the CWS's ability, the CWS shall identify the service line, which means the piping, tubing, and necessary appurtenances acting as a conduit from the water main or source of potable water supply to the building plumbing at the first shut-off valve or 18 inches inside the building, whichever is shorter.

When completing the material inventory, the owner or operator shall at a minimum:

- Prioritize the inspection of high-risk areas identified;
- Review historical documents to determine service line material;
- Visually inspect service lines and document material when doing maintenance;
- Identify any time period service lines would have been connected to the distribution system and were primarily lead service lines; and
- Discuss service line repairs and installation with other employees, contractors, plumbers, and other workers who worked on service lines connected to the CWS.

Separate from the material inventory report, each community water supplier that has known or suspected lead service lines must submit an initial written replacement plan to IEPA no later than April 15, 2024. This must be updated and resubmitted annually by April 15 until a final plan is submitted for approval no later than April 15, 2027. The community water supplier must post the most recently submitted plan on their website or request that it be posted on IEPA's website.

Lead Service Line Inventory Grant Program

The Illinois Environmental Protection Agency (IEPA) has issued a Notice of Funding Opportunity (<https://epa.illinois.gov/topics/drinking-water/public-water-users/lsl-grant-opportunity.html>) for the fourth round of the Lead Service Line Inventory Grant Program. The program will provide grants to local units of government to fund the creation of a complete lead service line inventory. A total of \$6.5 million is available statewide. Applications will be accepted from February 15, 2024, until all funding has been expended.

More information about the program can be found on IEPA's website (<https://epa.illinois.gov/topics/drinking-water/public-water-users/lead-service-line-information.html>).

As part of the Lead Service Line Replacement and Notification Act, community water supplies have until April 15, 2024, to submit a final material inventory and initial replacement plan to IEPA. IML has a fact sheet about lead service line replacement (<https://www.iml.org/file.cfm?key=21405>).

While many communities have publicly operated CWS, nearly 10% of Illinois municipalities have companies that operate their water supplies. Communication and coordination with the CWS operators, whether public or private is essential to a successful completion of the legal requirements of LSLRNA.





Presented by the ILCMA
Communications Committee

IDEA EXCHANGE

March 5 | Noon-1PM | via Zoom

About the Idea Exchange

The ILCMA Communications Committee sponsors a quarterly Idea Exchange. All Idea Exchanges are virtual, are designed for participants to learn from their peers and use breakout rooms to facilitate organic discussions.

Cybersecurity and Local Government: What You Don't Know CAN Hurt You

As local governments rely more and more on data and the Internet to manage and deliver public services, the vulnerability of the networks they use grows increasingly important. While cybersecurity was once a topic only computer science experts discussed, it is crucial for managers to understand the dangers and mitigate the risks from phishing, malware and network attacks. Participants will learn from their peers who have experienced cybersecurity events and from experts in the field about best practices.



To register visit:

www.ilcma.org/events/ideaX35





BECOME AN ILGHN MEMBER TODAY!

ILGHN MISSION

The Illinois Local Government Hispanic Network is a professional, diverse, inclusive and ethical association that connects, inspires, mentors and encourages communities, organizations and individuals through innovative and enriching professional development, resources, services and dynamic networking opportunities.

What are the benefits of being a ILGHN member?

Professional Development

ILGHN provides opportunities for professional growth and development. Members can access resources, training, and educational programs designed to enhance their skills and knowledge in the field of local government.

Networking

Membership in ILGHN connects individuals with a diverse and supportive community of fellow Hispanic/Latino public service professionals. Networking within LGHN allows members to build relationships, share experiences, and collaborate on various projects and initiatives.

Mentorship

ILGHN has access to the national LGHN 'Madrinas y Padrinos' mentorship programs that pair experienced members with those who are newer to local government. This mentorship can provide valuable guidance, career advice, and support for career advancement.

Professional Recognition

ILGHN provides opportunities for members to be recognized for their contributions to local government and their commitment to advancing the network's mission. This recognition can enhance one's professional reputation.

Personal Growth

In addition to professional benefits, ILGHN can contribute to personal growth and a sense of belonging. It provides a platform for individuals to celebrate their heritage, share their experiences, and be part of a supportive community.

Community Engagement

ILGHN focuses on community engagement and outreach. Members can participate in initiatives that address the unique needs and concerns of Hispanic and Latino communities, fostering a sense of civic responsibility and impact.

GET IN TOUCH & FOLLOW ON SOCIAL MEDIA

Email: Illinois@lghn.org

Email: Illinois.lghn.org





Share Your Stories with ILCMA

How to Use #ILCMAproud in Social Media

Social Media Hashtag

What is a hashtag?

- This: #
- It's a keyword that relates to what you're writing. It's #searchable #clickable.
- Use it to draw attention, organize, promote.

How do I use a hashtag?

- Put a # in front of a word or phrase
- No spaces, no punctuation, no special characters
- Capitalization only matters for readability (#KnowWhatIMean vs #knowwhatimean)
- Hashtags can be used on Twitter & Facebook. NOT LinkedIn.

Include **#ILCMAproud** in your tweets and other social media posts about ILCMA or your community awards and other recognitions – good news stories!

Facebook

Find ILCMA on Facebook: www.facebook.com/ILCMA1953

- Like and Follow ILCMA's Facebook page for periodic updates
- Friend conference attendees
- Share photos

How to create a simple Facebook post (you must have a Facebook account):

- Open Facebook on your computer or device.
- At the top of the screen, you'll see "What's on your mind?" Tap or click there and type away! Add hashtags like **#ILCMAproud** to your text.

Twitter

Find ILCMA on Twitter: <http://twitter.com/ILCMA>

- Share good news stories **#ILCMAproud**
- Share photos
- At conferences, follow conference speakers and fellow attendees

How to create a simple Tweet (you must have a Twitter account):

- Open Twitter on your computer or device.
- On a computer: click on the Home button. At the top of the screen you'll see "What's happening?" Click there and start typing (don't forget the hashtags).
- On a mobile device: click on the square with feather icon in the upper right corner. A screen that says "What's happening?" should pop-up. Touch there and start typing (don't forget the hashtags).


ILCMA Board Election Process Continues! Nominations Due by March 15!

Do you have a colleague who could be a dedicated member of the ILCMA Board of Directors? Would you like to serve? Now is the time to nominate qualified candidates for positions on the Board of Directors. A letter detailing why the candidate is qualified to serve along with an up-to-date resume is due at the ILCMA Secretariat, Center for Governmental Studies, NIU, 148 N. Third Street, DeKalb, IL, 60115 or by e-mail to dpeters@niu.edu by March 15. There are two Director positions that expire in June 2024. If a current Director with an unexpired term is interested in the Secretary/Treasurer position, then there will be three Director positions open. Nominations will also be accepted for President Elect and Vice President. Officers are elected for one-year terms with the expectation that an officer will ascend to the next position the following year. Newly elected board members will serve three-year terms. ILCMA is committed to diversity and encourages all qualified individuals regardless of race, color, national origin, sex, religion, age, physical or mental disability, marital status, veteran status, gender identity and expression, sexual orientation, political affiliation, or any other factor unrelated to professional qualifications, to apply.

After the nominating deadline, the Nominating Committee, chaired by Randy Bukas, ILCMA Past President, with a representative from each of the affiliate groups and one at-large member will meet to determine a slate. The slate will be announced in the April newsletter. At that time, others wishing to have their name appear on the ballot will have an opportunity to submit a petition. If a contested election results, a ballot will be mailed May 15, 2024. If no contest develops, the election of the slate will take place by electronic ballot through SurveyMonkey.


Save the Date! Annual Conference

Embrace Your Confidence, Unleash Your Courage



Legacy Project
ADVANCING WOMEN IN LOCAL GOVERNMENT

Friday, May 17, 2024, 8 a.m. - 4 p.m.
Northern Illinois University - Naperville Campus
Registration coming soon!



**ILCMA PROFESSIONAL
DEVELOPMENT COMMITTEE
PRESENTS**

What's Culture Got to Do With It? Becoming a Destination Employer

March 13 at NIU Naperville or virtually via Zoom

Culture is a consequence of the experiences, beliefs, and behaviors that leaders foster, which ultimately leads to results. Transforming workforce culture begins with objectives linked to your organization strategy, which requires a story written to help your leaders and team members succeed in the workplace. In this workshop, we will discuss how leaders impact the culture within teams and/or organizations, and discuss a unique approach to culture shaping designed to create purposeful behaviors that drive organization outcomes.

- Define the “Results Path” and discuss how to lead others towards a desired culture.
- Discuss how to connect the dots between culture and organization initiatives.
- Identify opportunities to write yourself into the story and demonstrate your role as a leader in impacting your culture

Presenter: *Shelley Smith, Managing Director, Practice Lead Leadership Development, LAK Group*

Addresses ICMA Practice Areas: 4 (Staff Effectiveness); 6 (Strategic Leadership); 13 (Human Resources Management and Workforce Engagement)

Continental breakfast and networking begin at 9 AM, the presentation will be from 9:30AM to 11:30 AM

Registration rate is the same for in-person and virtual attendance \$35. Register for Metro Luncheon Event as well for \$65. Student Rate \$20 or \$45 for both events. MICT's are free.

Preparing the Next Generation and we need YOU!



ILCMA invites seasoned managers/administrators and assistants to become an ILCMA mentor.

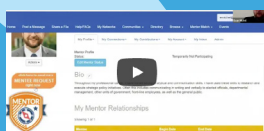
The ILCMA Mentor Match program reflects ILCMA's commitment to developing the next generation of local government management professionals. Mentor Match is the latest addition to an expanding line-up of our services to support members' professional development needs. It is an online tool – including a searchable database – that facilitates the establishment of mentoring relationships. It is user-driven, allowing registered Mentees to search among registered Mentors using specified criteria to find individuals whose experience and expertise match areas in which they wish to be mentored. Likewise, registered Mentors can search for and identify potential Mentees.

Why be a Mentor?

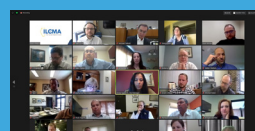
Volunteering as a Mentor can be mutually rewarding: mentees gain encouragement and guidance for their careers, and mentors gain deeper insights into their own careers and the satisfaction of helping others.

Mentoring offers value for people at any career stage, and everyone can benefit from mentors who help them see their situation and opportunities from a fresh perspective; even successful executives seek out mentoring. Mentors are encouraged to share expertise, insight, and experiences from their life's work to help others negotiate their own career paths, overcome obstacles, reinvigorate their passion, and plan next steps.

The future of the profession depends on the mentorship for the next generation of managers. ILCMA invites you to use the new mentor/mentee matching service through ILCMAConnect, which is the current ILCMA listserv platform. ILCMAConnect brings the power of data and search to help mentees find mentors that match their needs. To sign up to be a mentor, all you need to do is go to your ILCMA Connect page and sign up to be a mentor: <https://connect.ilcma.org/home> If you any issues logging in to ILCMA Connect contact Alex Galindo at agalindo@niu.edu.



**VIEW ENROLLMENT
INSTRUCTION VIDEO**



**VIEW MENTOR
DISCUSSION VIDEO**



ILCMA PROFESSIONAL DEVELOPMENT EVENT PUBLIC UTILITIES

2 topics - 1 event

April 10th at NIU Naperville or Virtually via Zoom

9 AM Networking/Continental Breakfast for in-person attendees

9:30 AM - 11:30 AM Presentation

LEAD SERVICE LINES: REGULATIONS, POLICY & OUTREACH

The presentation will provide an in-depth exploration of the history and timeline of water service infrastructure, offering insights into its evolution and status. It will include a schematic of the water service system to visually illustrate its components and functionalities, alongside an overview of the regulatory landscape encompassing significant milestones such as the Lead and Copper Rule (LCR), Illinois Lead Service Line Replacement Notification Act (IL LSLRNA), and Lead Service Line Replacement Rule (LCRR). Emphasis will be placed on IL LSLRNA requirements, immediate and future, as well as key highlights from LCRR and Lead Copper Rule Implementation (LCRI), particularly focusing on verification requirements during inventorying.

Policy considerations will be a central theme, covering various replacement scenarios, the IDPH waiver process, and typical Lead Service Line Replacement (LSLR) costs. The presentation will delve into coordination and funding requirements, discussing financial responsibility and funding avenues like the IEPA SRF funding process, with attention to terms, availability, and disadvantaged community requirements. Additionally, it will explore planning and pre-design considerations, highlighting the significance of strategic planning in effectively addressing water service infrastructure challenges.

Alongside policy discussions, the presentation will address critical aspects of community outreach and operational considerations, including public outreach/notification requirements, filter requirements for water quality and safety, resident coordination for LSLR and Temporary Construction Easements (TCE), and collaboration with consultants throughout the project phases to ensure seamless execution and project success. Other considerations, such as restoration policies, involvement of relevant departments, licensed plumber requirements, and the integration of technology for efficient documentation and management, will also be discussed.

UTILITY/MUNICIPAL PARTNERSHIP OPPORTUNITIES: EV & BEYOND

Utilities and Municipalities serve the same public, but each operates with distinct purpose and under respective regulatory constructs. A mutual understanding of such can foster stronger public service partnerships on behalf of our customers. This session will provide an overview of ComEd, its regulatory constructs and the ComEd 2030 vision for advancing a low-carbon future in ways that benefit our communities and aligns with the commitment of Illinois lawmakers to create a cleaner energy future. Featured discussions will focus on ComEd municipal EV opportunities and materials that provide additional information, and basic process information for the key ComEd programs and processes that municipalities use. The presentation will also include an overview of our residential programs to assist municipal staff with responding to inquiries.

- Learn about ComEd and how regulations define how it operates on behalf of its customers, including the rise of climate change regulation
- Understand the five pillars of ComEd's 2030 Clean Energy Vision
- Learn about different municipal EV opportunities:
 - a. Rebates: EV and Make Ready
 - b. EV Charging Rate Options
 - c. BE Pilot
- Be able to describe at a high-level, ways to partner on ComEd processes for key municipal service requests. (Primary: New Business, Public Relocation, Economic Development; Secondary: Energy Efficiency, Large Customer Service)

Addresses ICMA practice areas: 8 Policy Facilitation and Implementation & 10 Service Delivery

Find more information and register at
ilcma.org/events/april024

Registration rate is the same for in-person and virtual attendance \$35. Register for Metro Luncheon Event as well for \$65. Student Rate \$20 or \$45 for both events. MICT's are free.

Do You Have Special Projects for Which You Need Additional Help?

Has your Staff been Cut Back, but your Workload Increased or Stayed the Same?

If so, ILCMA has a solution to your problem. Have you ever considered utilizing one of ILCMA's programs to help fill temporary job assignments or conduct a special project? ILCMA has two programs that may meet your needs:

1) Member in Transition Program (MIT) – ILCMA keeps a list of Illinois managers and assistants in transition. These members are willing and able to fill positions, do special projects, and provide expert service to you and your community (list of MIT's below).

2) Professional Resource Program (PRS) – The PRS program consists of retired, semi-retired, and MIT's who are again able to do special projects, fill positions, and provide expert professional services to your local government. For information please visit the ILCMA website at <https://www.ilcma.org/programs-and-services/ilcma-professional-resource-service/>.

The ILCMA Senior Advisors have the most current list of Members in Transition and Professional Resource Program participants. Please do not hesitate to contact either Dawn Peters at ILCMA or one of the Senior Advisors. Members in Transition Who Agreed to Publicize their Information:

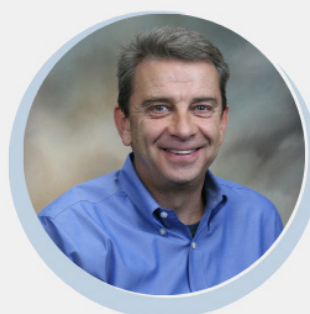
Moses Amidei, ICMA-CM
mosesamidei@outlook.com 847-452-6569

Rebecca Ahlvin
Ahlvin.rebecca@gmail.com 618-363-6899



March 6 Professional Development Event Conflict Management and Resolution

Every organization and team experiences conflict, but the key is whether it's healthy or harmful. Hear from expert **Darryl Harris** on how to assess your - and your organization's - strengths and weaknesses regarding having and resolving conflict.



Darryl is a skilled speaker, trainer, facilitator and coach with 30 years of experience helping organizations and individuals improve their effectiveness.

Register at www.legacyprojectnow.org Registration is free.

When: Wednesday March 6, 3 - 4:30pm with **networking event** to follow.

Where: Warrenville City Hall, 28W701 Stafford Pl.

*Metro
Managers*



WHAT'S NEXT FOR SUBURBAN OFFICE PROPERTIES March Metro Luncheon



Join planning, development and real estate experts for an informed discussion on how to reposition and redevelop suburban office properties. From single buildings to whole campuses, learn about the opportunity these underutilized assets present for your community.

SPEAKERS

- Kevin Considine, President & CEO, Lake County Partners
- Geoffrey Dickinson, AICP, Partner, SB Friedman
- Bob Burk, Managing Partner, UrbanStreet Group LLC

March 13 at NIU Naperville or virtually via Zoom

11:30 AM - Networking and Registration

12:00 PM - Lunch

12:30 PM Presentation begins for Virtual and In-Person attendees

Attend in-person at NIU Naperville, 1120 E Diehl Rd or virtually via Zoom. Zoom presentation begins at 12:30 PM. Registration fee is the same for in-person and virtual attendance \$35. Register for ILCMA Professional Development Session "What's Culture Got to Do With It? How to Become a Destination Employer" as well for \$65. Student Rate \$25 or \$45 for both events. MICT's are free.

REGISTER AT

WWW.ILCMA.ORG/EVENTS/MARCH24/



UPCOMING FREE WEBINARS – Register at icma.org/coachingwebinars

WEDNESDAY, MARCH 13

Career Development – Nurturing the Next Generation of City and County Leaders

WEDNESDAY, APRIL 17

Community Outreach – Elevating Excellence: Effective Community Engagement

WEDNESDAY, MAY 15

Leadership Development – Build Success by Creating and Communicating a Powerful Vision

THURSDAY, SEPTEMBER 12

Ethics – Ethics at the Helm – Staying the Course Despite Unethical Elected Officials

THURSDAY, OCTOBER 17

Skill Building – Navigating Workplace Challenges: Strategies to Maximize the Performance of Difficult Employees

THURSDAY, NOVEMBER 21

Workplace Development – Talent Retention Toolbox – Strategies for Keeping Your Best Talent

All Webinars start at 1:30pm Eastern time.

Miss a webinar? Watch it anytime!

Register and watch digital recordings from your ICMA Learning Lab Dashboard.

Don't miss out on these FREE 2024 coaching webinars.

REGISTER TODAY!



Additional free coaching resources at ICMA Coaching:

- Access digital recordings on ICMA's Learning Lab
- Career Compass monthly advice column
- CoachConnect for one-to-one coach matching
- Live speed coaching events, talent development resources, and more.

Join our list for coaching program updates and more. Email coaching@icma.org.



Learn more at
icma.org/coaching

ICMA

THRIVE IN LOCAL GOVERNMENT

2024 COACHING PROGRAM

Coaching has value at any stage of your career in local government. Everyone can benefit from sharing best practices and gaining perspectives from others who see their situation and opportunities from a fresh perspective.

- **Match** with CoachConnect and find a personal coach
- **Enhance** your career with talent development resources
- **Participate** in ICMA's coaching webinars and select from six new webinars every year
- **Browse** the CareerCompass, ICMA's monthly career advice columns
- **Discover** timeless professional learning with free access to the coaching webinar archives



"ICMA's coaching program is a phenomenal, and FREE, way to incorporate professional development into your staff's monthly routine. I personally believe in the value of the coaching program and have seen the impact that it can have on an individual's local government career progression."

Peggy Merriss, Secretariat, Georgia City/County Management Association



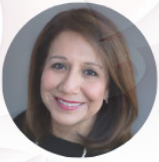
Learn how ICMA's Coaching Program can benefit your career in local government at icma.org/coaching

ICMA | coaching program

Illinois Local Government Hispanic Network MUJERES IN GOVERNMENT HONORING WOMEN'S HISTORY MONTH

A webinar for growth and inspiration
Join us for a professional development panel

March, 7, 2024
11:30 a.m. to 1:00 p.m.



**JANE BAIS -
DIESSA**

FORMER DEPUTY MAYOR,
LANSING, MI



SARA AVALOS

COMMUNICATIONS SPECIALIST
LAKE COUNTY
STATE'S ATTORNEY'S OFFICE



PAULINA MARTINEZ

DIRECTOR OF BUSINESS DEVELOPMENT
WORLD BUSINESS CHICAGO



STEPHANIE MENDOZA

CITY CLERK
CITY OF EVANSTON



**IZAMAR CONTRERAS -
ALVARADO**

ADMINISTRATIVE ANALYST
GRAND RAPIDS, MI



ERIN HERNANDEZ

LEGISLATIVE COORDINATOR
COOK COUNTY PRESIDENT'S OFFICE

ILLINOIS
LOCAL GOVERNMENT
HISPANIC NETWORK



**Celebrate
with us!**

-on-

April 4th, 2024

Questions? Email
publicadm@niu.edu

Colloquium
at NIU
Naperville
3:00 to 4:30
PM

Reception and
Buffet Dinner
at Two
Brothers
Roundhouse,
Aurora, IL
5:00 to 9:00
PM



Spotlight on: Arndt Municipal Support

Whose Job Is It Anyway?

By Jim Arndt, President/CEO, Arndt Municipal Support, Inc.

Navigating role confusion in local government and truly assisting elected officials, appointed officials, and city/village boards and commissions to gain a meaningful understanding of the role they plan and how their role interplays with the remainder of the team is paramount for the success of the organization. Role confusion is one of the leading concerns that afflict city leadership teams and unfortunately it is very hard to overcome unless the team purposely works to eliminate it.

In the complex ecosystem of local government, role confusion among elected officials, city managers, city/village boards and department directors can significantly impede progress and efficiency. This phenomenon occurs when the lines of authority, responsibility, and decision-making become blurred, leading to a lack of clarity and direction, not to mention a sense of frustration that can ooze through the organization. Understanding the negative impacts of role confusion and implementing effective solutions are essential for ensuring effective governance and optimal service delivery to citizens. When the organization is in alignment and attuned with one another, the results are phenomenal.

Below are some of the all too common and easily recognizable negative results of role confusion.

1. Decision-Making Paralysis: When roles are unclear, decision-making processes can become convoluted and slow. Elected officials or committee members may overstep boundaries by delving into administrative or operational matters, while city managers and department directors may hesitate to take action, fearing interference or conflicting directives.

2. Strained Relationships and Frustration: Role confusion often breeds tension and conflict among stakeholders. Elected officials may feel frustrated by perceived encroachments on their authority, while city managers and department directors may feel undermined or micromanaged. Such discord can impede collaboration and compromise, hindering the attainment of common goals, and taking the organization out of alignment.

3. Inefficient Resource Allocation: Without clear delineation of responsibilities, resources may be misallocated or duplicated across different departments or initiatives. This inefficiency not only wastes taxpayer dollars but also undermines the effectiveness of public services and initiatives, creates confusion amongst the staff, and has an adverse impact upon morale.

4. Loss of Public Trust and Confidence: Role confusion can erode public trust in government institutions. When citizens witness internal discord and inefficiency, they may lose faith in their elected officials' ability to govern effectively and



When you need support, call in the calvary! Arndt Municipal Support is here to support you!

James W. Arndt (ICMA-CM)
President/CEO
217-500-0770
www.arndtmunicipalsupport.com

serve the public interest. This disillusionment can have far-reaching consequences for civic engagement and democratic participation.

What steps can you take to avoid or eliminate role confusion in your city, county, or village?

1. Creating, Sharing, and Regularly Reviewing Clearly Defined Roles: Establish and regularly discuss clearly defined job descriptions and delineate the roles and responsibilities of elected officials, city managers, department directors, and committee/boards. This is essential for fostering mutual understanding and cooperation and avoiding role conflict. Consistent and regular communication and consultation among stakeholders can help clarify expectations and prevent misunderstandings.

2. Training and Professional Development: Investing in training programs and professional development opportunities can enhance the skills and competencies of elected officials, city managers, department directors, and board/committee members. By equipping them with the necessary knowledge and tools to fulfill their respective roles effectively, governments can mitigate role confusion, reduce confusion, enhance job satisfaction, and promote professionalism.

3. Adherence to Legal and Ethical Guidelines: Upholding legal and ethical standards is paramount for maintaining integrity and accountability in government. Elected officials, city managers, and department directors must adhere to established protocols and regulations, respecting each other's authority and jurisdiction to prevent conflicts of interest and ethical lapses.

4. Performance Evaluation and Accountability Mechanisms: Implementing robust performance evaluation and accountability mechanisms can incentivize adherence to established roles and responsibilities.

In conclusion, role confusion in local government can have significant negative impacts on governance effectiveness and service delivery. By addressing the root causes of role confusion and implementing effective solutions, governments can foster clarity, collaboration, and accountability among elected officials, city managers, department directors, and committee members. Assisted by AI/Chatgpt

Spotlight on: Christopher B. Burke

Using Technology to Gather Required Local Information

By: Christopher B. Burke Engineering, Ltd. (CBBEL)

Brain damage. Kidney failure. Learning disabilities. We all know too well the damage that lead in our drinking water can cause, particularly to young children and pregnant women. For years, municipalities and water systems across the country have been slowly eliminating lead service lines from their infrastructure, but the Environmental Protection Agency has now set a strict deadline for removal, issuing a rule that requires water systems serving more than 3,300 people to replace all lead service lines by 2034. But here in Illinois, an even closer deadline is coming up.

The Illinois EPA is requiring that municipalities complete Lead Service Line Inventories (LSLI) and draft replacement plans by April 15 of this year. An LSLI is a comprehensive list of all the service line materials in a municipal distribution system. Municipalities and water systems need to identify the location and material of each service line.

This is a great opportunity for municipalities and water systems to improve public health, the safety of drinking water and customer satisfaction. But it's also a major undertaking that requires detailed information on individual residences and buildings and poses some significant challenges and costs for public water supply agencies.

Creating an LSLI can be challenging, especially if you have limited resources or data. Not only do you need to inventory and map the water service lines, but you also need to consider public outreach and resident notifications. Once the inventory is complete, you then need to create a plan to replace the lead lines – including prioritizing the highest-risk locations. This may require the public water supply to prepare bid documents and specifications to implement their replacement plan over the next several years.

If you don't have a clear inventory of lead lines, a prioritization strategy, a communication plan and a funding source, don't worry. You're not alone. Fortunately, web-based solutions exist that can eliminate the need for a municipal employee to go door-to-door, with fingers crossed that someone is home so that their specific service line can be inventoried.

Many municipalities that the CBBEL team works with are relying on this technology to gather information in a more efficient and convenient way. We've created simple, straightforward websites where residents can fill out information about their individual water service lines and upload photographs of the pipes directly from their smartphones. This means residents can provide this information when it is most convenient for them, rather than



having to schedule an appointment or be surprised by a knock on the door.

This information is securely stored and produces an important overview of the status of lead service lines in a particular municipality. The data and photographs are then used to provide clear information to potential bidders as part of a bid package for replacing the lines.

We have seen great support from residents who value the convenience of this tech-friendly solution and have gathered important details that will help these communities make these potentially life-saving investments.

But it's also important to consider how this type of information gathering might have additional implications or uses. For example, residents may take and upload photographs of flooding as part of a stormwater study or catalogue roadway issues as part of a resurfacing improvement plan. The possibilities are endless!

Public infrastructure projects like these are designed to improve the lives of the people who live and work in these communities, so why not gather information directly from them? The more we can learn about the issues they're facing, the better we can make our solutions and continue improving the quality of life for residents.

About Christopher B. Burke Engineering, Ltd. (CBBEL)
Founded in 1986, CBBEL is a full-service consulting engineering and surveying firm committed to delivering accurate, timely and cost-effective solutions to a wide range of engineering and environmental challenges. Our Illinois-based staff is comprised of more than 200 experienced and expert professionals who provide engineering, surveying and environmental services. Learn more at CBBEL.com.

Spotlight on: Leading IT

Cybersecurity Essentials for Municipalities: Safeguarding Public Data

Municipalities are sitting on a goldmine of sensitive data; from personal information to critical infrastructure details. Cyberattacks pose an ever-looming threat to local government organizations who have become increasingly reliant on technology for day-to-day operations and community service. Fostering vigilant cybersecurity measures is no longer just desirable but essential in order to protect people's trust and well-being. It's vital that these entities recognize their unique needs when it comes to cybersecurity, implement robust defense mechanisms, and ensure ongoing training and awareness initiatives remain up-to-date.

The Unique Cybersecurity Needs of Municipalities

Municipalities face a distinct set of challenges in cybersecurity. There is a struggle to attain the necessary level of cybersecurity due to a lack of funds. According to a 2017 survey conducted by the International City/County Management Association, 52% of local government chief information officers report that their budget is too limited for them to reach their desired security standards. With limited budgets and often outdated IT systems, they struggle to protect sensitive data against ever-evolving threats.

The stakes are high; a breach can lead to identity theft, disruption of essential services, or even threats to public safety. Recognizing these unique needs is the first step in crafting a tailored cybersecurity strategy. It involves a thorough assessment of the data held, the systems in use, and the potential vulnerabilities that may exist within their digital and physical infrastructures.

Implementing Effective Cybersecurity Measures

To effectively safeguard against diverse threats, municipalities must implement a comprehensive and layered security strategy:

- **Adopting a Multi-Layered Security Approach:** Recognizing that no single solution is sufficient, municipalities should employ multiple defensive strategies to provide overlapping layers of protection.
- **Securing the Network Perimeter:** Firewalls, Intrusion Detection Systems (IDS), and data encryption form a comprehensive defense, blocking unauthorized access, monitoring for threats with real-time alerts, and ensuring intercepted data remains unreadable and secure.
- **Regular Updates and Patching:** Consistently updating and patching software and systems to the latest versions protects against newly discovered vulnerabilities.
- **Implementing Strong Access Controls:** Ensure that only authorized users can access certain data or systems, typically through passwords, biometrics, or multi-factor authentication.
- **Policy Setting and Enforcement:** Develop clear guidelines on how sensitive information should be handled, stored, and



shared. Regularly review practices to ensure they adhere to policies and identify areas for improvement.

- **Vendor and Partner Security:** Conduct security assessments of vendors and partners to ensure their cybersecurity measures meet required standards.

- **Incident Response Planning:** Develop an effective incident response that includes a detailed plan outlining roles and actions for breaches, clear internal and external communication guidelines, and swift recovery strategies to minimize service disruption and data loss.

Training and Awareness for Government Employees

Employees are the first and foremost security gatekeepers in protecting against cyber threats. In fact, human error was the main source of 74% of data breaches in 2023. These mistakes included employees either exposing confidential information directly or providing malicious actors with access through their own missteps. Regular training and awareness programs should be an ongoing effort, not just a one-time event, to keep up with the ever-evolving nature of digital attacks.

Moreover, fostering a culture of security among employees, where everyone understands the role they play in protecting public data, is crucial. It's about creating an environment where security is everyone's responsibility, and vigilance becomes second nature.

Conclusion: A Commitment to Digital Safety

For municipalities, safeguarding public data is a fundamental duty of their service. In today's world of ubiquitous and complex cyber threats, it is essential to understand the distinct cybersecurity requirements, implement complete protective steps, and ongoing training and education for all involved. By doing so not only can local government organizations protect themselves from financial losses or operational disruptions resulting from a breach but they are also honoring the trust given by those in their community.

Spotlight on: Mindsight IT

Cybersecurity: The Struggle is Real, But So is the Fight

Focus on State and Local Governments

State and local governments have long been prime targets for cyber crime. That's more the case now than ever before.

Cyberattacks against state and local governments in the U.S. were especially numerous in 2023. According to a recent report by Sophos, ransomware led the pack with an 11% increase year-over-year— from 58% to 69%. Attacks against the cities of Dallas, TX and Oakland, CA were especially prominent in the news.

And they're all after two things: sensitive information or money—or both.

They're also growing more sophisticated by the day.

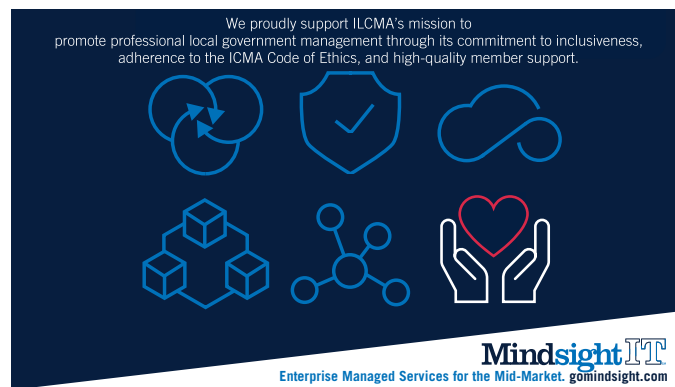
Even so, says Mindsight Cybersecurity Leader and Solutions Architect Mishaal Khan, too many state and local government leaders aren't making cybersecurity the priority it should be. And if they don't have in-house IT professionals to guide them through the why and how their cybersecurity investment will pay off, it never gets to the top of a very long list.

No thanks to tight budgets, experts being enticed by private sector salaries, and too frequent miscommunication between knowledgeable government IT professionals and key decision-makers who control the purse strings, cybersecurity isn't nearly where it should be.

"The goal becomes how to make cybersecurity a priority, because the lack of it affects the business and all other priorities," says Khan, who regularly works with state and local government entities in his capacity as a vCISO. "When you get hacked, everything stops and you have to deal with it."

But there's cause for optimism, he adds. The challenge around cyber talent and budgets can be addressed with the help of MSPs (managed service providers), "we're empowering them" to safeguard their networks—and in turn protect their reputations and the citizens who rely on their services. "And once they get empowered and see results, they understand the significance of leading by example."

One of the biggest hurdles for state and local government entities is budget, Khan says. Oftentimes, IT is not partnering with the right leaders in the organization and not articulating value to get investments approved. The conversation instead is about cost. That's a set-up for failure. Show leadership how cybersecurity investment delivers value - protects a community's reputation, makes for a safer community, and avoids disruption in services that can cause cashflow issues. City managers, superintendents, boards must understand the value of investing in cyber, which really boils down to protecting



citizens they service, their personal data, and the services they receive and rely on.

"Once decision-makers are sold on the value," Khan explains, "the budget will come. That's why it's so important to effectively articulate the "why, what, and how." My job is to be that liaison between solutions and the local government implementing those solutions," he says of himself and his fellow cyber experts. "To help articulate the value, make sure the right solutions are implemented, business cases are properly positioned, and coinciding budgets developed."

As it relates to costs, there are various grants that provide money for cybersecurity. Companies like Microsoft and Google both offer free cyber services for schools. But you have to be in the know—or work closely with someone who's in the know—to know what support is available.

Khan also points out that technological "skeletons" often prevent governments from doing what needs to be done. Maybe they're running archaic software, he says, and don't want to "open up Pandora's box" by doing an overhaul—no matter how much it's needed.

"But we're all in this together," he says. "Let's focus on the bigger picture. Everyone has skeletons, and we'll deal with them. This is a long-term process that requires strategic insight." He is seeing improvement.

"I'm currently the vCISO of two different school districts, and things are happening. There are certain individuals in local governments that do believe in technology and change - and are partnering with their superintendents and boards to effectively articulate the value of a cybersecurity strategy and are getting investments approved. Approved with ease! They take every opportunity to advocate for change. So change is happening, maybe not as quickly as these attacks are occurring. That's why governments continue to be targets. That's why the struggle is real - but so is the fight!"

Understand who your buying audience is. Lead with value, not cost, in your discussions. Don't be afraid of change - in fact, be a champion for change. And ask for help. Cybersecurity experts deal with various scenarios within government entities every day and can provide the guidance you may need to achieve your cybersecurity plan.



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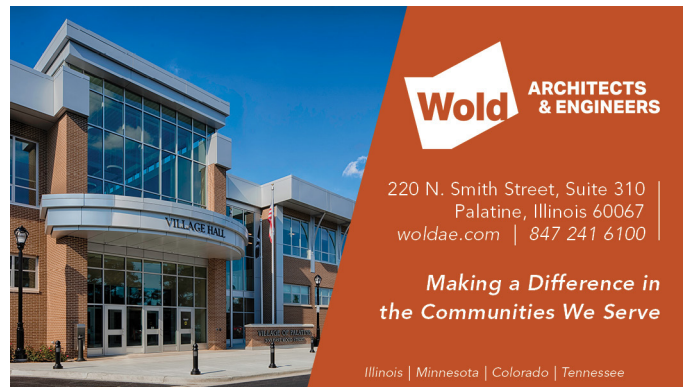
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